

Appendix A

Differences and commonalities among focus group reports from three ethnic groups

Commonalities in preferences	Differences in preferences	Differences in experiences
<ul style="list-style-type: none">• Patients wanted a doctor who listens• Patients wanted a doctor who is attentive to patients' needs• Patients wanted a doctor who is sensitive to patients' needs• Patients wanted to be more participatory in interactions with their doctors and more involved in their own care	<ul style="list-style-type: none">• African Americans preferred clinicians who acknowledged their racial/ethnic background• Latinos reported a desire for ethnic and language concordance• Latinos preferred expertise regarding complementary and alternative medicine• European Americans expected that female doctors, more than male doctors, show care and compassion	<ul style="list-style-type: none">• African Americans perceived discrimination in the doctor's office• African Americans perceived discrimination in the waiting room• African Americans and European Americans perceived discrimination based on health insurance coverage